



Substitute Form PTO 1449

# INFORMATION DISCLOSURE STATEMENT

Sheet 1 of 1

Application No.	09/817,072
Filing Date	April 5, 2000
Inventor	Brenda Pomerance
Group Art Unit	2161
Examiner	TBA
Atty. Docket No.	BRENDA 10

## U.S. PATENT DOCUMENTS

Examiner Initials	Cite No.	U.S. Patent Document		Name of Patentee	Publication Date MM-DD-YYYY	Relevant text or Figs.
		Number	Kind Code			
IB	AA	6,277,932	B1	Galdes et al.	01-23-01	
IB	AB	5,956,687		Wamsley	09-21-1999	
IB	AC	5,895,450		Sloo	04-20-1999	
IB	AD	5,826,250		Trefler	10-20-98	
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IB	AF	5,495,412		Thiessen	02-27-96	

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## FOREIGN PATENT DOCUMENTS

Examiner Initials	Cite No.	Foreign Patent Documents			Name of Patentee or Assignee	Publication Date MM-DD-YYYY	Relevant text or Figs.	Trsl. (✓)
		Office	Number	Kind Code				
	BA							

## OTHER PRIOR ART - NON PATENT LITERATURE DOCUMENTS

Examiner Initials	Cite No.	AUTHOR, title, magazine, date, pages, publisher, city where published	Trsl. (✓)
IB	CA	Vignette Press Release, April 11, 2000 (one page)	
IB	CB	Brightware Answer/Classify Product, October 1999 (three pages)	
IB	CC	Echomail XIVA technology, www.interactive.com/flash/products/technology.html (one page)	
IB	CD	Kana Classify, February 2000 (two pages)	
IB	CE	Card Systems eCardSMART Exceptions Management System Press Release, February 9, 2000 (two pages)	
IB	CF	www.onlinemediators.com, printed April 3, 2000 (eight pages)	
IB	CG	www.squaretrade.com, printed April 18, 2000 (two pages)	
IB	CH	American Express, Online Merchant Services, Resolve Disputes, printed April 23, 2000 (one page)	
IB	CI	www.ugetheard.com, printed May 3, 2000 (eight pages)	
IB	CJ	Press release for Virtual Magistrate project, March 4, 1996, http://cypheerpunks.venona.com/data/1996/03/msg00592.html, 4 pages	
IB	CK	icourthouse web pages: Be A Juror, Rules of Procedure, Press Release dated November 8, 1999, total of 5 pages, printed March 16, 2001	
IB	CL	KATSH, Ethan and RIFKIN, Janet, Online Dispute Resolution, Jossey-Bass, 2001, pages 54-57, 106-107	

Examiner Signature		Date Considered	1/15/04
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